

We are currently updating our site; thank you for your patience.

SERVICE

CALLS - REINSTATE A CALL

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the <u>Call Centre Mode</u> notes.

There are multiple checks when closing a call to make sure that all outstanding processing is done before the call can be closed, but if additional processing is required on a closed call, the call can be reinstated. The underlying work order will also need to be <u>reinstated</u>.

THE CALL LISTING SCREEN

Ribbon Select Service > Calls



• The **Call Listing** screen will be displayed.

¹BPO2 v2.5.1.3 or higher



Home Equipment / I	Save Lav	Finance / HR Inventor	, Antenance	And	Hotelen	an oales	Service Reporting Utilities							-
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aintain a State	2 Format	a Work a	Proce	35	a Print a Repo									
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	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	Priority
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formation	EE CN0001003	Young Bectric	13/12/2022	Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
New	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			sin123		_
In Progress	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Hold Pending	E CN0000992	Top Vehicle Hire	25/10/2022	Amaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 12340LD		
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15		DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Bectric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upprade	00.0		sin123		
In Progress	CN0000986	Young Electric	07/06/2022			05:00:00		DR	Select Cal Type			sin123		
Hold	E CN0000985	Hope Works (Pty) Ltd		UnAssigned		16:09:13		LIPG	Upprade			20-98765		
Pending	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed hours - 2 days prior Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
	E CN0000982	Young Electric	10/06/2022	UnAssigned		06:00:31	Test elapsed time 2 - day prior Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000976	Young Electric	19/11/2019	Awaiting Acceptance		11:24:39	Test with site manager email entered	ADM	Administration			107		
New	E CN0000976	Hope Works (Pty) Ltd	19/11/2019	Awaiting Acceptance		11:24:39	test with site manager email entered	ADM ADM	Administration			095011015		
 In Progress 	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance		15:57:00		CR	Change Request			095011015		
Hold Pending	E CN0000972	Hope Works (Pty) Ltd Westwood Dynamic			Bianca Du Toit	15157100	Test new call for enail description in body BathBinNaint - Bathroom Bin Maintenance	SM	Change Request Scheduled Maintenance			099013015	Checkers Centre - Hilcrest	
Complete			29/11/2019	UnAssigned										
O Al	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
1 tioenfontein	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
O New	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
In Progress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	⊞ CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	SathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	III managements		ta ba basa	and the second s			Automatical Automatica Automatica and	-					And an Array Colored	
	Count: 38	6												

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

Edit Refresh My Cal	Is Workspace Save Lays Workspace Save Pilte Format	r 🕹 Assign Clos	se Complete His		Print Report	5								
nd O Filter														
0,0,0,0,0	CalReference	Customentiame	CalDate	CalState	Technician	Calling	Description	Callype	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtriLocationSubject	Priprity
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ormation	E CN0001003	Young Electric		Awaiting Acceptance		10:09:10	Test account balances	CR	Change Request		-w-	107	·w	
Durban	E CN0001002	Samanthas Diner	13/12/2022	Awaiting Acceptance		16:18:30	Test account balances Test call for account balances manual.	DR	Select Call Type	_		19-12/1202		-
O New	E CN0001002	Young Electric	29/11/2022		Mary Inompson	11:29:19	Order the same part twice receive with different batch num		Change Request			19-12/1202 sin123		
 In Progress 	E CN0001001					11:29:19	Order the same part twice receive with different batch num ForRentalContract	CR NDR				sin123		
🕓 Hold	E EN0000995	Hope Works (Pty) Ltd Tap Vehicle Hine	31/10/2022			11:01:11			New Deal Rental			TOP 12340LD	BPO2 TEST 1	
Pending				Awaiting Acceptance	Daniel Balgowen		Loan machine for temporary high volume printing requirement		Service			TOP 12340LD		
Complete	E CN0000991	Apple Juice Inc	24/10/2022			16:38:15	Contract Closure - C00000054	DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies	13/06/2022			09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022			05:00:00	Call logged S days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
 New In Progress 	E CN0000987	Young Electric	06/06/2022			05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
 In Progress Hold 	■ CN0000986	Young Electric	07/06/2022			05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Cal Type			sin123		
Pending	EE CN0000985	Hope Works (Pty) Ltd		UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022			05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
O AI	E CN0000983	Hope Works (Pty) Ltd	09/06/2022			05:03:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Bectric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin 123		
New	E CN0000976	Young Electric	19/11/2019			11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
🕗 Hold	⊞ CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioenfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	\$24	Scheduled Maintenance			NEW 1234		
New In Progress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
 In Progress Hold 	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
 Complete 	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
Q AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	SathSinNaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
-	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	SathBinMaint - Bathroom Bin Maintenance	574	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic	20/09/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000955	Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies		UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	E 00000934			the backwood			2PD - 2 Honor Service	-				The second		
	Count: 386													

FIND CALL

You can find any call, regardless of the site or status.



- 1. Click on the **Find** radio button.
- 2. Type in the **call number** you wish to locate in the **text box**.
- 3. Press Enter.

Home Equipment / Los							Call Listing - BPO: Version 2.5.1.4 - Example Com	ipany							
Home Equipment / Los			ry Maintenance	/ Projects 1	Hanufacturing	Procuremen	nt Sales Service Reporting Utilities								
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d O Hiter	CalReference	CustomerName	CalDate	CaliState	Technician	CalTine	Description	CallType	CalifypeDesc	ErrorCode	ErrorCodeDesc	SecialNo	CtrtLocationSubject	Priority	Modelt
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nation	E CN0001003	Young Electric		UnAssigned		10:09:10	Test account balances	OR.	Change Request	-14-	-141	107			3 SP204
Durban	CN0001002	Samanthas Diner	12/12/2022	UnAssigned	-	16:18:30	Test call for account balances manual.	DR	Select Call Type		_	19-12/1202		-	3 SP19-
New	E CN0001001	Young Electric		UnAssigned		11:29:19	Order the same part twice receive with different batch num		Change Request			19-12/1202 11123			3 K147
 In Progress 	E CN0000996	Hope Works (Ptv) Ltd					ForRentalContract	NDR	New Deal Rental			11123	BPO2 TEST 1		5 K147
🕗 Hold	E CN0000996	Top Vehicle Hire		UnAssigned					New Deal Kental Service			TOP 1234OLD	BPU2 IEST 1		2 3 5P202
Pending	CN0000991						Loan machine for temporary high volume printing requirement		Select Cal Type			1091254000		_	3 54202
Complete		Apple Juice Inc	24/10/2022			16:38:15	Contract Closure - CO0000054	DR.							2
() Al	E CN0000989	Derton / Technologies		UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222			3
Pretoria	E CN0000988	Young Electric		UnAssigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123			3 K147
New In Progress	E CN0000987	Young Electric		UnAssigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123			3 K147
Hold	CN0000986	Young Electric	07/06/2022			06:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123			3 K147
Pending	E CN0000985	Hope Works (Pty) Ltd		UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765			3 ZN122
C Complete	E CN0000984	Hope Works (Pty) Ltd		UnAssigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000			3 AT500
Q AI	E CN0000983	Hope Works (Pty) Ltd		UnAssigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546			3 K147
Cape Town	E CN0000982	Young Bectric	10/06/2022			06:00:35	Test elapsed hours 1	TEST	Testing			sin 123			3 K147
O New	CN0000976	Young Electric	19/11/2019	Awaiting Ac	Bianca Du T	11:24:39	Test with site manager email entered	ADM	Administration			107			3 SP204
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac	Bianca Du T	16:30:20	test another call email	ADM	Administration			095011015			3 SP202
🕗 Hold		Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac	Blanca Du T	15:57:00	Test new call for email description in body	OR .	Change Request			095011015			3 SP202
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
O Complete	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest		2
O AI	E CN0000969	Hope Works (Pty) Ltd	15/11/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre		2
Bloenfontein		Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2HS - 2 month service	SM	Scheduled Maintenance			NEW 1234			2 SP 102
New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
 In Progress 	E CN0000956	Westwood Dynamic	08/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest		2
Hold Pending	E CN0000965	Westwood Dynemic	01/11/2019	UnAssigned		08:00:00	SafibinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest		2
Complete	E CN0000964	Hack PC - IT Shop		UnAssigned		08:00:00	2HS - 2 month service	SM	Scheduled Maintenance			147807			2 SP202
Q Al	E CN0000963	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
U	E CN0000952	Hope Works (Ptv) Ltd		UnAssigned		08:00:00	2HS - 2 month service	SM	Scheduled Maintenance			18-30200			2
	E CN0000951	Hope Works (Pty) Ltd		UnAssigned		00:00:00	The - Commercial Tier Test	INST	Installation				Forest Hills Centre		2
	E CN0000960	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest		
		Westwood Dynamic		UnAssigned		08-00-00	BathBinMeint - Bathroom Bin Meintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
	E CN0000958	Westwood Dynamic Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest		2
	E CN0000957	Westwood Dynamic Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
	E CN0000957	Westwood Dynamic Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest Checkers Centre - Hildrest		2
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019			08:00:00	BathbirMant - Bathroom Bir Mantenance Tier - Commercial Tier Test	INST	Scheduled Maintenance Installation				Forest Hills Centre		2
						08:00:00	Tier - Commercial Tier Test 2MS - 2 month service	INST	Installation Scheduled Maintenance			NEW 1234	For est Hills Gentre		2 2 SP 102
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	295 - 2 monsh service	SM	Scheduled Maintenance			NEW 1234			2 59902
	Count: 38						Part Patrick Roberts Patrickerses						- Paratana Paratana (18 anata		
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4. The **row** containing the call number you have searched for, will be selected in the call list screen. (Search by call reference will now open the call maintain screen if the matched call is closed).

							Call Listing - BPO: Version 2.5.1.4 - Example	ampany							
Hane Epigment /	acations Contract	Pinance / HR. Inventor	y Haintenan	a / Projecta	Nanufacturing.	Processes	nt Sales Service Reporting Utilities								
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My Ca	la 🗌 🔳 Warkspac	as * 🛃 Assign 🔛			r 4										
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tan a Data	- Parent														
d O Filter															
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		•	-	•	•	•	•	•	•	•	•	•	•	- 4	٠
mation	> EE CN0000824	Apple Juice Inc	31/07/2019	UnAssigned		14:48:59	Test new call July Apple Juice	CR	Change Request			2020-606060		3 9	SP20
Durban	CN0000820	Young Dectric		Unhasigned		09-00-03	Test call for SLA Monitoring requirements	ADM	Advantation			#12245568		3.7	2412
O New O In-Program	CN0000818	Office Supples Unlevited		Unhasped		09.21.50	Test call for technician assigned to work order	ADH	Advancement			19-90201		3.7	1818
C p. Progress	CH0000817	Derton / Technologies		Unhaligned		36.34.07	test call for erroreous time log entry.	ADH	Advantation			2020-1111		3	
O Pending	E CN0000807	Bothas Networking Inc.	05/01/2015	UnAssigned		15-42-24	Internal services test for foreign currency customer	2407	Installation			2020-478787		3.7	92
Complete	E CN0000806	Apple Juice Inc	05/01/2018	UnAssigned		15-18-11	Test prioritised call types	24	Software			2020-4327		7	
0.4	E (N0000801	Derton / Technologies		UnAssigned		11/53/38	Call against a short term contract.	140	Impection			1912-002045		3.8	
Pretoria	E (NO000800	Derton / Technologies		Rejected by	Banca Du T.	10-53-13	Copier not working properly	140	Impection			abc347c		3.7	92
O New	E CN0000796	Dell'Lundgren	12/04/20 18	Undesigned		15:17:33	another test call for 0 steed	2407	Installation				GL00001 - DelFLandgren		
O In Progress	B CN0000795	Dell'Lundgren	12/04/20 18	Undesigned		15-08-42	test customer without site bried	DOP	Impection				GL000001 - Dalf Lundgren		
🔘 mild	E CH6000792	Apple Juice Inc		Understand		10.32-01	CO7788995	ND5	New Deal Sale				Keef	2	
O Pending	CN00005777	Apple Juice Inc	16/07/2018			14:31-49	Test logging a call without equipment or location	D-GP	Impection					3	
Complete	CN0000776	Apple have but	3847/2018	Universed		14:10:59	Return all Fran abort term contract \$703000234.	24	Select Call Type						
0.4	CN0000775	Apple Later Inc	10.0120.0			14 10 19	Return all from abort term contract \$70300024.		Select Call Type						
Cape Touri	Ch0000774	Apple Late Inc	10.0120.0			1410.54	Return all from abort term contract \$702000024.		Select Call Type						
Q In Progress	E (N0000757	ABC SHoe Ca	18/04/2018	Availing Ac.	Abagai Mirus	15-55-50	new call to text serial number check	INCP	Impection			2020-4329			
O rold	CN0000756	Panda Capiers	18/06/2018			15.54.30	test new call serial number check	144	Impector	80	Broar Cade				
O Pending	E CN0000751	Office Supples Unlested	26/05/20 0			09-53-26	Create a call to text the meter reading fetch	140	Ingector			2020-02204			-
Complete	C CH6000750	By Bargary				140441	but .	ND5	New Deal Sale						
0.4	E 04000749	Bearing and Shoe	25/05/2010			1400.31	test .	NDS	New Deal Sale						
Buenfuntain	E CHENNE 748	Bettes Survey Dop at L.		UnAssigned		13.54.08		105	New Deal Sale					-	
O New	E Chesse 747	Head Office		UnAssigned		13-50-21	1224	NDS	New Deal Sale						
O In Progress	E Chesser45	Apple Jaco Inc	25/05/2010			13-42-34	test .	NDS	New Deal Sale					-	
O Held	E Ch6000744	By Bargara	0405/2018			13.27.09	1557788	NCR.	New Deal Rental					2	
O Pending	E CN0000740	By Bargara				13-20-32	test .	NCR.	New Deal Rental						
Complete O All	E Ch6000740	Derton / Technologies			Belinda Dia		11008 - Mano 1000, Caleur 1000 - Call per WO	-	Scheduled Maintenance			22-124			92
0-	E CH0000739	Westwood Dunamic	0405/2010		Balinda Dia		Safidir Hant - Safiron Sn Nantenance	-	Scheduled Maintenance				Checkers Centre - Hillment		-
	E CHERRET17	Hack PC - 17 Shop	27/04/2018		Barca Du T.		245 - 2 month service	-	Scheduled Maintenance			147807			-
	II (N000776	Westwood Dunamic	278428.0		Balinda Dia		Safethant - Safeson Sn Hantenance	-	Scheduled Maintenance				Checkers Centre - Hillcreet		-
	B CN0000734	Westwood Dynamic	20420		Belinda Dia.		Safermant - Saferson Sr. Hanterance	-	Scheduled Haintenance				Owders Centre - Hillowst	-	
	B CH0000732	Westwood Dynamic	1304201		Belinda Da		Safride Maint - Safrison Sin Maintenance	-	Scheduled Haintenance				Owders Centre - Hilcrest		
	B (N0000730	Westwood Dynamic	. 06,04(201)		Belinda Dia.		Safterhart - Saftroon Sn Hantenance Safterhart - Saftroon Sn Hantenance	-	Scheduled Haintenance				Owders Centre -Hilbest		
	E CN0000729	Westwood Dunamic	3,63/201		Belinda Dia.		Safetrant - Safeson Sr. Harterance	-	Scheduled Maintenance				Owders Centre -Hillowst		
	E CN0000728	Westwood Dynamic	23/03/2010		Belinda Dia.		Safderhant - Safroon Sr. Hanterance Safderhant - Safroon Sr. Hanterance	-	Scheduled Hamenance				Checkers Centre - Hillcreat	-	
	E CN0000728	Green Tea Supples	16453201		Barca Du T.		BatterMant - Bathroon Bri Mantenance 245 - 2 month service	-	Scheduled Maintenance			NEW 1224	Calific Lance - House		
	- CN0000726	or each real of planes	- 1403/2018		Banca Du T.		245 - 2 month service	-	Scheduled Mantenance			1001204	Marken Product 100-00		-
	Court 384														

Help v2024.5.0.7/1.0 - Pg 3 - Printed: 21/08/2024



• The **Call Maintain** screen will open when searching for call by reference.

\$ -				Ca	Il maintenance :	Call ref Cl	10001038 - BPO: V	ersion 2.5.1.4 - 1	/2514 Example C	ompany				C	_ (2)	x
Home Equipm	ent / Locations Cont	tract Finance / HR	Inventory	Maintenan	ice / Projects M	lanufacturing	Procurement	Sales Serv	ce Reporting	Utilities					_ 8	×
1 🗘 🕄	Complete Assign Hold	Pending Release	\sim	2	Workspaces F	Print Not	te									\$
Links #	1				Relates To :							Customer Info				10
Enter text to search P	Customer	Titan Group	+ … م		ReferenceType		ReferenceNo					Customer Info :				Equipment Info
Functions	Contact	Jackie Sutherland	م	•	 Serial No Prior Call Reference 		CUSMACH001_TIA0	51				Customer Code	TIA001			lent
Functions	Contact No.	031 852 9632		1	Call Request Ref								106 258 7589			Info
Work Orders 1	Address	658 Dime Road	<i>p</i>		Contract No								100 230 7307			
		South Riding			Location Project Reference							Account Code				Usto
				-	Ouote Reference							Status	A -			Customer Info
Work In Progress	Call Type	Inspection	•	•	Invoice Reference							VAT No	123258741369			Info
	Error Code	Services		i I	Order Reference							Hold Reason				SLAs
		Test call for call dosure	e manual in	.												S
Notes	Description	call admin screen.													Ŧ	User
												Credit Status :			_	No.
	Call Date Time	12/01/2024 *	13:10:45									Credit Limit		30 Days:	*	r Defined
Assignments	Priority			. L								Outside of Limits				R
		3			Closure Details :							Total Outstanding	12,368.60		٣	
	SLA				A	ction WOOL	002952 work done a	s required A				Customer Notes :				
Hold History	Date Required	12/01/2024 •										Notes				
	Order No							*								
	Logged By	Bianca			Closure Date	Time 12/01	/2024 13	:24:07								
Pending History	Status	C - Closed			Close	ed By Biance	a									
	Optional No															
On Site Info 1 For Contract															•	
Meters																
Open Windows 🕶											u	lser : Bianca 12/01/203	24 Version : 2.5	.1.4 v2514 Ex	ample Comp	any

REINSTATE THE CALL

• Click on the **Reinstate** button.

3 -			C	Call maintenance : C	all ref CN	001038 - BPO: Version	2.5.1.4 - v2514 Example Comp	pany				. P x
Home Equipm	ent/Locations Con	tract Finance / HR Invents	ry Maintena	ance / Projects Mi	anufacturing	Procurement Sale	s Service Reporting L	Jtilities				_ @ ×
Save Back Close C	Complete Assign Hol	d Pending Release Reinstate	Save Layout	t Workspaces Pr	int Note							
												\diamond
Links #				Relates To :				Cus	stomer Info			* 2
Enter text to search P			·· + *	ReferenceType Serial No		eferenceNo USMACH001_TIA001			stomer Info :			
Functions	Contact	Jackie Sutherland	р *	Prior Call Referen		056406001_114001			Customer Code	TIA001		
	Contact No.			Call Request Refe	rence				Tel No	106 258 7589		
Work Orders 1	Address	658 Dime Road , P •		Contract No					Account Code			
		South Riding		Location Project Reference					Status			
				Quote Reference								
Work In Progress	Call Type	Inspection	* *	Invoice Reference	:					123258741369		
	Error Code	Services	*	Order Reference					Hold Reason			4
	Description	Test call for call dosure manual in										-
Notes		call admin screen.							redit Status :			
									Credit Limit		30 Days:	A 8
	Call Date Time	12/01/2024 * 13:10:45	÷						Dutside of Limits			
Assignments	Priority	3 🔹 *		Closure Details :					otal Outstanding			-
	SLA				tion WO00	2952 work done as requir	red 🔺		stomer Notes :			
Hold History	Date Required	12/01/2024							Notes			
Hold History								2	- C -			
	Order No						w.					
Pending History	Logged By			Closure Date T	ime 12/01/	2024 💌 13:24:07	<u>A</u>					
	Status			Close	d By Bianca							
	Optional No											
On Site Info 1												
For Contract												
								-				Þ
Meters												
Open Windows 🕶								User : E	Bianca 12/01/202	4 Version : 2.5.	1.4 v2514 Exam	ple Company



- A message box will come up, asking:
 - The call, no. [call ref no], For customer [customer name] is currently closed. Are you sure you want to reinstate the call?

ф т				Call mainter	ance : Call ref	CN0001038 - BPO: Versk	on 2.5.1.4 - v2514 Exam	ple Company			- 5	x
Home Equipme	ent / Locations Con	itract Finance / HR	Inventory Maint	tenance / Projec	ts Manufactur	ing Procurement Sa	les Service Repor	ting Utilities			_ é	9 X
	0.21	1 B P				•						
Save Back Close Co		ld Pending Release Re		,	es Print I	Note						
Maintain				- Format	Print 1							
Links a				- Relates To					Customer Info			* .
Enter text to search P	Customer	Titan Group	* ، ۹	Referen		ReferenceNo			Customer Info :			dib
Functions	Contact	Jackie Sutherland	• م	Serial No Prior Cal	Reference	CUSMACH001_TIA001			Customer Code			nent
	Contact No.				uest Reference				Tel No	106 258 7589		Info
Work Orders 1	Address	658 Dime Road South Riding	· ··· م	Contrac					Account Code			2
		Social Kilding			Reference				Status	A -		stom
Work In Progress	Call Trues	Inspection			eference Reference				VAT No			er Inf
Work in Progress				Order R					Hold Reason		*	Le le
	Error Code		÷				1					SLAS
Notes	Description	Test call for call dosure ma call admin screen.	nuarin 🗠 •		Input Validation			×			Ŧ	c
									Credit Status :) Days:	
	Call Date Time	12/01/2024 • 13	:10:45 🗘		The cal	II, no. CN0001038, for custo a sure you want to reinstat	omer " is currently closed.		Credit Limit Outside of Limits		Days:	Afine
Assignments	Priority	3 🔹 •		Closure D	-	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			Total Outstanding			
	SLA					Г	Yes No		Customer Notes :			
Hold History	Date Required	12/01/2024 -		L	_		10		Notes			
	Order No						-		A 10:			
	Logged By			Clorum	e Date Time 12	/01/2024 💌 13:24:0	7					
Pending History				Closur	Closed By Bia							
	Optional No				closed by bia	- 10.00						
	Optional No											
On Site Info 1												
For Contract												
Meters Open Windows *									User : Bianca 12/01/202	14 Version + 2 5 1 4	u2514 Evample Ce	
open minoris *									User . Dianda 12/01/20.	version : 2.5.1.4	vzor+zxample Co	mperty

- The **Call Maintain** screen will remain open so that you can perform the relevant processing.
- The Call status is set to **New**.
- Remember to close the call after you have completed the outstanding processing.



Calls - Reinstate a Call

Call maintenance : Call ref CN0001038 - BPO: Version 2.5.1.4 - v2514 Example Company	- Ø ×
Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities	– 8 ×
💾 🛇 🔇 🚱 🞿 📲 👼 🚩 🥕 國 📲 🔮 🎽	
Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note	
Maintain Process Pormat Print Info	\$
Links a PRelates To :	Customer Info 👻 m
Enter text to search p Customer Titan Group p ··· + * ReferenceType ReferenceNo	Customer Info ac -Customer Info ac Customer Code TLA00.1 Tellion (05500 Free) Account Code Status VAT Bio 122250741369
Contact Jackie Sutherland O	Curtana Cata Internet
Functions Contact No. 031829832 Call Result Ferroric	Customer Code
	Tel No 106 258 7589
Work Orders 1 Address 558 Dime Road p ···· - Contract to Location	Account Code 2
Project Reference	Status A -
Quote Reference	VAT No 123258741369
Work in Progress Call Type Inspection	VAL NO 123230741309
Error Code Services	Hold Reason
Description Test call for call dosure manual in A	Hold Reason
Notes call admin screen.	* C
	Credit Status :
Call Date Time 12/01/2024 13:10:45	Credit Limit 100000 30 Days: A B Outside of Limits 2,740.85 2 5 6 6
Arrighmente	
Priority 3 C * Prior Calls :	Total Outstanding 12,368.60
SLA CallReference CalDate CallTime Description	CalType Customer Notes :
Hold Hestary Date Required 12/01/2024 12/01/2024 13:10:45 Test call for call dosure manual in call admin screen.	INSP Notes
	A 10:
Order No	
Pendeg History	
Status N - New	
Optional No	
On Ste Info	
Uniste unto 1	
For Contract	
Meters	
Open Windows *	User : Bianca 12/01/2024 Version : 2.5.1.4 v2514 Example Company

Related Topics

• Calls - Close a Call

MNU.122.051